

# Mobil Speedpass

**The fastest way to get gas**



Only Mobil has Speedpass, a car tag or key tag that speeds up your gasoline purchases. Speedpass means no more waiting. Just stop at a pump. Select your grade of gasoline. Fill your tank. And go. Your credit card of choice is billed automatically. It's the fastest way to get gas. It's free, and you can enroll here.

**Choose a Category**

How It Works



**Mobil®** The energy  
to make a difference™

**Mobil  
Speedpass**

# how it works

## How the Car Tag Works



Place in lower corner of rear window on side nearest fuel door.

Simply stop at the pump to activate.

## How the Key Tag Works



Place  
Speedpass  
Here

Wave the key tag approximately 1-2 inches from the blue square marked "Place Speedpass Here" on the pump.

The Pegasus light on the pump will light up indicating the pump is activated.

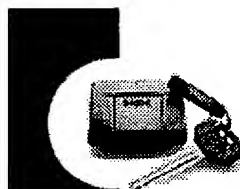
Lift the nozzle, choose your grade of gas, and start pumping.

That's it. Your credit card of choice will be billed automatically.

Mobil proudly accepts Mobil, VISA, MasterCard, American Express, NOVUS Cards, Diners, Carte Blanche and JCB.

### Technical explanation.

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**Mobil  
Speedpass**

## frequently asked questions

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### **General Questions**

#### **How does Mobil Speedpass work?**

Speedpass uses an electronic system located in the pump to "talk" with a miniature radio-like device (a transponder). Together, these electronic devices provide "instant" access to gasoline by automatically charging fuel purchases to the credit card you've selected. The technology is similar to the state-of-the-art technology successfully used by many tollways.

#### **What does the "flying red horse" light do?**

The flying red horse light turns on to let you know that your Speedpass has been read and that you are ready to select a product and begin fueling. The Speedpass light will remain on during the entire fueling process.

If the light goes off before fueling or doesn't come on, read the instructions on the pump and try again. Or ask the attendant for assistance.

#### **What happens if my Speedpass is lost, stolen or damaged?**

Treat it just like a credit card. Immediately notify our Service Center at 1-800-459-2266. Tell us your name or Speedpass number. And we'll cancel your old Speedpass and send you a new one right away. You should write down your Speedpass number (8 digits on tag) and keep it in a safe place.

#### **Will I receive a receipt when I use my Speedpass?**

Unless you indicated that you do not want a receipt, one will automatically be printed at the time of your Speedpass transaction. If at any time you want to change this option, simply call 1-800-459-2266.

#### **Can I assign any credit card to my Speedpass or does it have to be a Mobil credit card?**

You can assign any valid credit card that Mobil accepts. ATM/debit cards are not accepted at this time.

#### **How do I change payment methods?**

We keep your Speedpass payment information in a database. If you decide to change your payment method, simply call us

toll-free at 1-800-459-2266 and give us your new credit card information.

**What if I've activated the pump with my Speedpass but decide to pay with cash or a different credit card?**

After you've activated the pump using your Speedpass, simply hit the "cancel" key and choose another method of payment.

**When I pull up to a Mobil Speedpass pump, do I have to use my Speedpass every time?**

No, you will always have a payment method choice. Either Speedpass, credit card, ATM/debit card, Mobil *GO* Card or cash.

**Is there a pin code with my Mobil Speedpass?**

No.

**What can I purchase with my Speedpass?**

Right now, you can only purchase gasoline or diesel fuel at the pump, or car washes.

**Can other people intercept the transmission of my credit card number?**

No. The Speedpass system operates on a dedicated transponder identification code. Your credit card code remains outside the Speedpass signal system, maintaining the confidentiality of that information and protecting your account from unauthorized use.

**What if my Mobil Speedpass doesn't work?**

Did you call 1-800-459-2266 to activate your Speedpass before trying to use it? Has your credit card expired or exceeded its limit? Did you wave your Speedpass across the panel marked "Place Speedpass Here" and wait for the flying red horse to light up? If you used the car tag, did you position it properly in the rear window? If you're still experiencing problems, call the Speedpass Customer Service Center at 1-800-459-2266. Or ask an attendant for assistance.

## **About the Car Tag**

**What is the Speedpass car tag?**

The car tag is a miniature device that is used to activate Speedpass technology. It is only two inches wide and discretely fits in the lower rear corner of your windshield, on the side of your fuel door. To use the car tag, you simply pull up to the pump, get your gas and go. The Pegasus light will illuminate when you pull in front of the pump, to let you know that Speedpass is active. (see "[How It Works](#).")

**How do I properly install my car tag?**

Place the car tag on your rear windshield on the side nearest your fuel door. It belongs on the lower corner of the windshield. If your car has a rounded rear window, make sure you don't place your car tag on the curved part of the glass. The side of your car tag needs to be at a 90 degree angle to the pump to activate.

**Why does the Speedpass car tag need to be in the rear window?**

In order for the Speedpass car tag to work, it needs to be aligned to the pump you are using to refuel.

**What if my fuel door isn't located on the right or left rear of my car?**

If your gas cap is located under your rear license plate, you can center the car tag in the bottom of the rear window and pull up to the pump on either side of your car. Or you can locate the car tag in your rear window on either side and always pull that side of your car next to the pump. If your fuel door is located in the front, you must locate the car tag in the bottom of your front window.

**What if the car tag doesn't work?**

Did you call 1-800-459-2266 to activate your Speedpass before trying to use it? Has your credit card expired or exceeded its limit? Did you position the car tag properly in the lower rear corner of your window, on the same side as the fuel fill? If you're still experiencing problems, call the Speedpass Customer Service Center at 1-800-459-2266, or ask an attendant for assistance.

**Does the Speedpass car tag interfere with the rear window defogger?**

No. However if possible, you should avoid putting your car tag directly on the window defogger wires.

**How long does the Speedpass car tag battery last?**

Three to five years. When you need a replacement battery, you can purchase one at any pharmacy or contact our Customer Service Center at 1-800-459-2266.

**About the Key Tag****What is a Speedpass key tag?**

The key tag is a hand held transponder that you can use to activate our Speedpass technology. It's only 1.5 inches long, very lightweight, and can hang on your key chain. To use the

key tag, you simply wave it in front of the shaded area on the pump marked "Place Speedpass Here." (See "[How it Works](#).")

**What's the difference between the key tag and car tag?**

The key tag is a hand held transponder that you can carry with you. The car tag is a transponder that you affix to the rear window of your car.

**Do I need to have both the key tag and the car tag for Speedpass to work?**

No. You select the type of tag you would prefer to use.

**For Business or Fleets**

**Does a Commercial version of Mobil Speedpass work different from Consumer Mobil Speedpass at the pump?**

If just a basic billing format is needed, there is no difference. If a fleet billing is required -- which provides expanded reporting -- then the driver will be prompted at the terminal to enter the required data such as odometer reading and driver I.D. number.

**Can a Commercial Mobil Speedpass be linked/mapped to a card or vehicle so that purchases will be subtotaled together in the billing statement?**

Yes. This information must be provided with the Commercial Version of the Speedpass Enrollment form or when requesting additional Mobil Speedpass devices. If changes are required at a later date, i.e. a vehicle is replaced, re-mapping can be done.

**Are there different benefits to having a vehicle tag versus a key tag?**

It's really a matter of what works best for your business. Some fleet managers may prefer a "hands free" transaction and the extra security and control offered by the vehicle tag because they know the fuel is going into only that vehicle. Others want the flexibility the key tag offers of being able to assign it to different drivers or vehicles. And of course some choose both types of devices depending on the levels of employee authority.

**Is there a fee for Speedpass?**

The first 10 Speedpass devices are free. Beyond that, a one time fee of \$15 per device over 10 will be assessed. There is no fee for the replacement of a lost/stolen or damaged device. Batteries for the vehicle tag have an expected life of five years. Replacements can be obtained by calling 1-800-459-2266.

**Can my Mobil Speedpass have purchase restrictions?**

Yes, if the credit card account selected offers product restriction capability. For example, with Mobil Fleet one restriction choice is "fuel only." Because of the mapping function, the card and Mobil Speedpass for a specific vehicle or driver will each have the same purchase restriction. This information must be provided on the enrollment form.

If you have any more questions, please [Contact Us](#).

